



September 18, 2020

Dear Resident, Family Member/Substitute Decision Maker:

We are pleased to inform you that the Government of Ontario has once again revised its directive on visitation at Retirement homes. The first phase involved allowing outside visits to occur between residents and family members at homes across the province and the second phase involved allowing indoor visits to resume. As of September 15, 2020, the province is expanding its indoor visitation regulations, subject to certain conditions outlined below. We know you are eager to continue visits with your loved one during this time of COVID-19 virus. We are requesting that all visitors follow these protocols to limit the potential for exposure to the virus:

- General visitations must be pre-scheduled with the home outside of mealtimes, may be limited to 20 minutes in length and will be allowed if the home is not in a current COVID-19 outbreak. The exception is for visits to a resident who is at end-of-life or if you have been designated as a caregiver. Support workers are also exempt from pre-scheduling visits.
- In order to promote equitable access, residents may be limited to one *general* visit per week in either an indoor or outdoor setting, up to 2 people at a time.
- Visitors and caregivers must verbally attest to staff that they have reviewed Lifetimes Living's Visitor policy that includes Public Health Ontario's education on Donning (putting on) and Doffing (taking off) Personal Protective Equipment (PPE) prior to visiting indoors, AND viewed the mandated Public Health Ontario videos within the last 30 days. Details will be in the home's Visitor policy.
- Visitors will still be required to bring and wear their own face surgical/procedural mask and must maintain the appropriate physical distance (2 metres).
- Visitors must comply with retirement home infection, prevention and control protocols, including proper use of face or surgical/procedural masks and use of hand sanitizer before and after the visit. Hand sanitizer will be provided at the home.
- With the exception of service animals, animals are not permitted for indoor visits. They are permitted for outdoor visits.

Please take a moment to review our Visitor policy posted in the website, which provides further details on protocols for visits. Please book your general visit using the Calendly app, and you can contact the home and speak to someone directly to arrange the details or to get answers to any additional questions you may have. We thank you for your continued patience and support for our staff and residents during this difficult time.

Sincerely,

Stephanie Bolger